

Reference to: Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991- Cg Docket No 02-278

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To whom it may Concern,

I am a 28 year old woman. I began my carrier in telemarketing at age 16. I did not have the money for college, so I put my efforts into this industry and now have a rewarding and well paying position "policing" telemarketers. I work in Columbus OH for Interactive Teleservices. I've worked in the Quality Assurance Verifications Department for this company since 8/1999. Prior to Interactive Teleservices, I was employed by APAC Teleservices in the Quality Assurance dept since 4/1991. I am writing in regards to my strong opposition to the National Do Not Call Registry.

Since I have spent twelve years in Quality Control of the telemarketing industry, I am in favor of having all telemarketing done with integrity. I understand there is a real concern for stopping telemarketers who are charging customers for products they did not agree to. (slamming etc.)

However, the telemarketing industry CAN and DOES offer goods and services people actually want and buy daily. Some of the great products we sell are credit cards, health care discount programs, accidental death insurance, Credit Fraud Protection, Credit Card Theft Protection, Home Security Systems, Magazines such as Highlights for Children, CD music clubs and much more. I know this because I personally have listened to thousands of sales. Not all have been good. Which is why my job and the quality department is the key to consumer safe goods and services from the telmarketing industry.

Just like any other product or service the consumer must be informed of what they are buying, the cost, and the terms of the agreement. They also must know it is the law the telemarketer must provide an 800# or other contact # for the customer to verify the authenticity of the call.

The Telemarketing industry supports tens of thousands of jobs. From telemarketers themselves, to corporate executives, marketing staffs, legal departments and quality control. The industry also provides important revenue to long distance companies.

Losses caused by the implementation of the National Do Not Call Registry would be a devistating loss to more Americans then we can currently support in the welfare system!

The National Do Not Call Registry oversteps the bounds of the responsibilities of the FTC. If consumers don't want to be called and offered services from their JC Penny's account, they can call JC Penney and be removed from the products and services offered to Jc Penney account holders, using the already law mandated rule to provide an 800#. However, removing this potential customer from ALL calling lists eliminates the opportunity for a good or service they may actually want or need

such as children's books, lawn care treatments, life insurance or programs designed to save on prescription drugs.

The law since 1991 has been the telemarketer must offer the customer a contact # to the company. The companies I've worked for DO work very hard to stay in compliance with scrubbing lists for do not call requests and we've always have taken extra care to remove a customer from the calling list when we've heard it said on recording during a sale in the verifications dept.

The telemarketing industry cannot go unpoliced. However, the National Do Not Call Registry will do extreme harm to many good American jobs. Be assured, we are listening to them. Every single sale! Please be careful with the fate of the livelihood of thousands of us. We truely are working to do it RIGHT. We KNOW Quality is the key.

Thank you,

Christy Bovero